

MEMORANDUM

To: All Telecommunications Carriers Operating in South Carolina

From: Gary E. Walsh, Executive Director, Public Service Commission of SC

Subject: Implementation of 711 Access to Telecommunications Relay Services (TRS)

Date: March 12, 2001

On July 21, 2000, the Federal Communications Commission (FCC) issued its Order No. 00-257 in Docket No. 92-105, requiring all telecommunications carriers throughout the United States to implement three-digit, 711, dialing for access to all Telecommunications Relay Services (TRS). According to the FCC, this new dialing arrangement will supplement existing systems in most states that require 7 or 10 digit numbers in order to initiate relay calls between citizens who do not have hearing or speech disabilities and citizens who do have such disabilities. Pursuant to the FCC's Order, I am instructing South Carolina telecommunications carriers to begin implementing the three-digit, 711, dialing for access to all Telecommunications Relay Services. In order to implement this service, the following steps must be taken:

1. All competitive local exchange carriers (CLEC s) and incumbent local exchange carriers (ILECs) shall include language in their tariffs introducing 711 as a new service offering on or before April 30, 2001. The effective date for 711 deployment will be July 1, 2001.
2. All Payphone Service Providers (PSPs) shall modify their programmable phones to translate calls dialed as 711 to the assigned TRS toll free number 1-800-735-2905 in order to route 711 calls to the TRS provider on or before October 1, 2001. Existing toll free numbers shall remain active for those customers who desire to continue using the TRS system.

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3. All CLECs and ILECs shall make necessary programming changes to implement 711 by June 30, 2001. The calls should point to 1-800-735-2905. Existing toll free numbers shall remain active for those customers who desire to continue using the existing TRS system. All CLECs, and ILECs are to perform tests to ensure the equipment is working properly prior to June 30, 2001. The testing period will be from June 1, 2001 - June 30, 2001.

4. Telephone directories shall be updated for the next scheduled publication date to include the use of 711 abbreviated dialing access. The existing toll free numbers should continue to be published.

5. All CLECs and ILECs shall begin to include a bill insert promoting 711 within thirty (30) days after such access becomes available to the public. Please see attachment for the required language.

Thank you for your cooperation in this matter, if you have any questions please feel free to call or email Taffy Hardin, TRS Administrator at 803 896-5233 or taffy.hardin@psc.state.sc.us.

RELAY SOUTH CAROLINA ACCESS MADE EASIER

Introducing 711 Dialing

In the past when you call Relay South Carolina to initiate a conversation between someone who uses a TTY (text telephone) and a standard voice telephone, you needed to dial an 800 number. **Now, from anywhere in the State, all you need to do is dial 711.** Additionally, the existing toll-free numbers 1-800-735-2905 (Voice), 1-800-735-8583 (TTY), 1-800-735-7293 (ASCII) and 1-877-735-7277 (Speech to Speech) will continue to be available to reach a Relay Operator (OPR).

Relay South Carolina enables hearing people to communicate over regular telephone lines with people who are deaf, hard-of-hearing or speech disabled who use a TTY. There is no limit on the number of times you may use this service. Relay South Carolina is available around the clock – 365 days a year.

How does it work?

This free service connects people using a TTY who cannot hear or speak clearly over the telephone with a standard telephone user. The relay operator (OPR) “relays” the conversation between the two. All calls are handled with strictest confidentiality.

Local relay calls placed from any telephone or a payphone are free. You will be responsible for the long distance charges. If a relay call placed from a payphone is long distance, customers must use a prepaid or calling card; coins are not accepted. Long distance calls using calling cards cost no more than if paid with coins or with prepaid cards, whose rates vary by provider.

A reminder to all Relay and TTY users: Please continue to dial 911 for emergencies. 711 should be used to reach Relay South Carolina for regular calls only.